

Job Title: Store Manager

Hours: Full Time

You will be expected to work hours which include evenings and weekends.

Store Location:

We are looking for a dedicated individual to run our store in [insert store location]. Our ideal candidate has a passion for giving fantastic customer service, an eye for detail, can learn quickly and relishes a new challenge. You must have experience of; managing & motivating people, meeting targets, completing staff rotas, giving staff training, stock control and banking.

You will also ideally have some hospitality or barista experience.

The successful applicant must have the ability to run a busy food establishment at ease.

### Main Responsibilities

- Manage a team of 20+ employees of various ages and levels of experience.
- Train new and current employees on proper customer service practices.
- Implement training and ensure health and safety guidelines are adhered to.
- Ensure that KPI's are met and preferably exceeded.
- Maximise store performance and develop a brand presence in the area.
- Increase sales and margins while decreasing costs.
- Keep your team motivated and providing excellent customer service at all times.
- Estimate future needs for stock, kitchen utensils and cleaning products.
- Manage schedules, rotas and holidays.
- Monitor stock levels and losses.
- Respond efficiently and accurately to customer complaints.

### Requirements

For this position, we require someone with a minimum of two years' experience in a management role, preferably within the food and/or hospitality sector. We will also require the successful applicant to be willing to work evenings and weekends as these are our busiest times.

The successful applicant must be available to undergo a 4-week training period.

It is essential that you can demonstrate the following skills:

- Proven customer service experience as a manager.



- Ability to remember and recall ingredients and information to inform customers and team members.
- Strong leadership, motivational and people skills.
- Acute financial management skills.
- BSc degree in Business Administration; hospitality management or culinary schooling is a plus.
- Excellent attention to detail, well presented with an approachable and friendly personality.



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